

COMMUNICATIONS SERVICES SPECIALISTS SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>
4778(3296)	Communications Services Specialist I	02	730	6 mo.	11/15/00
4779(3296)	Communications Services Specialist II	02	730	6 mo.	11/15/00
4780(3296)	Communications Services Specialist III	02	730	6 mo.	11/15/00

Promotional Line: 329

Series Narrative

Employees in this series provide customer related services and communications system support in the central communications unit of a campus having or managing its own communications system(s). The employees' work is intended to meet the needs of campus voice and data network subscribers and to optimize the use of the campus communications systems.

Communications Services Specialists also provide general user support services (such as preparing and processing service orders, trouble reporting, billing, user training and consulting, and coordination of campus communications projects). Positions at the higher levels of this series supervise the activities of lower level specialists and other support staff.

The series is not intended for positions primarily engaged in installing and maintaining communications equipment, designing equipment or facility configurations, managing a communications facility or operational function, or performing general or specialized clerical duties.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Communications Services Specialist I **4778(3284)**

Employees at this level perform simple analysis of customers' communication needs and prepare necessary service orders to meet these needs. They work under direct supervision of a designated supervisor.

A Communications Services Specialist I typically –

1. responds to routine voice and data service requests and recommends solutions to meet users' communication needs
2. prepares service orders to implement recommendations approved by the supervisor and customer
3. assists in processing customer trouble reports and ensures data is entered into information system
4. assists with communications system support activities, including facilities management, field technician dispatch, equipment inventory maintenance, and programming campus communications systems with basic features and services

5. assists in collecting information and statistics for the development of procedures for user support services and system support activities
6. may supervise the activities of lower level personnel
7. performs other related duties as assigned

Level II: Communications Services Specialist II**4779(3284)**

Employees at this level analyze a variety of moderately complex customer voice and data needs and develop recommendations to ensure optimal use of user communication systems. They work under general supervision from a designated supervisor.

A Communications Services Specialist II typically –

1. performs field analyses to determine appropriate configurations to meet customers' communications needs in a highly technical environment
2. prepares solutions to meet customers' needs and ensures that all the needs are being met consistent with the customer's budget
3. prepares appropriate service orders, which may include ordering special equipment from outside vendors, working with installation crews to resolve problems, or answering questions regarding the service and equipment to be installed
4. operates the "trouble desk" and processes trouble calls by recording the appropriate information, dispatching necessary personnel to investigate and correct the trouble, and documenting corrective actions
5. performs specialized communications operations to respond to user needs (such as reading and interpreting service orders and programming the telephone switch via an interface program to activate all required features and services, or providing assistance to installers and repair personnel to test or modify programming on sets that report trouble)
6. assigns appropriate cable facilities for installers and/or repair personnel to complete service or repair and maintains data bases of all facility assignments
7. responds to customer requests for special communications services (such as assigning authorization codes, programming the digital telephone switch to activate authorization codes and any other features requested) and establishes and services account
8. implements campus voice mail systems and programs
9. reviews/audits vendor bills; negotiates regular billing adjustments or corrections with vendors
10. provides on-site training to customers and provides information regarding communications policies
11. performs communication system support activities related to user needs, including facilities management, field technician dispatch, and compiling service statistics

12. may supervise and train lower level Communications Services Specialists
13. performs other related duties as assigned

Level III: Communication Services Specialist III**4780(3284)**

Employees at this level perform complex analysis of customers' communication needs for voice and data networks and/or assist in managing and coordinating related business or customer service activities. They work under direction from a designated supervisor.

A Communication Services Specialist III typically –

1. acts as consultant for department or users planning major communications changes (such as departmental moves or establishing voice/data networks)
2. oversees business or customer service activities (such as communications billing operations, approving vendor invoices, or resolving difficult or sensitive user problems or complaints)
3. recommends equipment innovations and works with vendors to improve equipment reliability and services
4. supervises the technical administration and marketing of voice mail systems and acts as a consultant to customers concerning voice mail technology
5. establishes complex hardware and software configurations for specialized voice mail applications (such as automatic attendant operations, bulletin board operations, and other specialized applications)
6. may supervise lower level Communications Services Specialists and support staff, including training on new equipment or services
7. consults with data processing staff to identify and resolve information systems problems that may occur in customer service
8. makes formal presentations to campus officials concerning communication services and equipment department
9. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Communications Services Specialist I****4778(3284)****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Any one or any combination of the following types of preparation:

- (a) credit for college course work normally leading to a major in communications, data processing, or a closely related field
- (b) vocational training in communications, data processing, or a closely related field
- (c) work experience in customer service operations in communications, data processing, or a closely related technical field

that totals 1.0 unit according to the following conversion rates:

60 semester hours (or Associate degree) of "a" = 1.0 unit

18 months (or certificate) of "b" = 1.0 unit

18 months of "c" = 1.0 unit.

Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. Knowledge of communications industry terminology
- 2. Knowledge of computer data base technology
- 3. Knowledge of billing practices
- 4. Skill in oral and written business communications
- 5. Ability to deal effectively with the public

Level II: Communications Services Specialist II

4779(3284)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

- 1. Possession of the training/experience requirements listed for the Communications Services Specialist I
- 2. Any one or any combination of the following types of additional preparation:
 - (a) credit for college course work normally leading to a major in communications, data processing, or a related field
 - (b) vocational training in communications, data processing, or a closely related field
 - (c) work experience comparable to the first level of this series

that totals 1.0 unit according to the following conversion rates:

60 semester hours of "a" = 1.0 unit

18 months of "b" = 1.0 unit

18 months of "c" = 1.0 unit.

Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

NOTE: A Bachelor's degree in communications, data processing, or a closely related field satisfies the requirements listed in #1 and 2 above.

3. 18 months of work experience comparable to the first level of this series in addition to the training/experience required in #1 and 2

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Working knowledge of current communications technology
2. Knowledge of communication computer software
3. Knowledge of advanced billing practices
4. Skill in oral and written business communications
5. Ability to deal effectively with the public
6. Ability to read and understand building drawings
7. Ability to work independently

Level III: Communications Services Specialist III

4780(3284)

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of the training/experience requirements listed for the Communications Services Specialist II
2. 24 months additional work experience comparable to a Communications Service Specialist II

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Extensive knowledge of current communications technology
2. Knowledge of current communications computer software

3. Proficiency in oral and written business communications
4. Organizational skills
5. Supervisory ability
6. Ability to deal effectively with the public
7. Ability to develop information for building drawings and specifications
8. Ability to work effectively in a multi-task environment

Communications Services Specialist I	Revised
Communications Services Specialist II	Revised
Communications Services Specialist III	Revised